TOBTTO T2299760

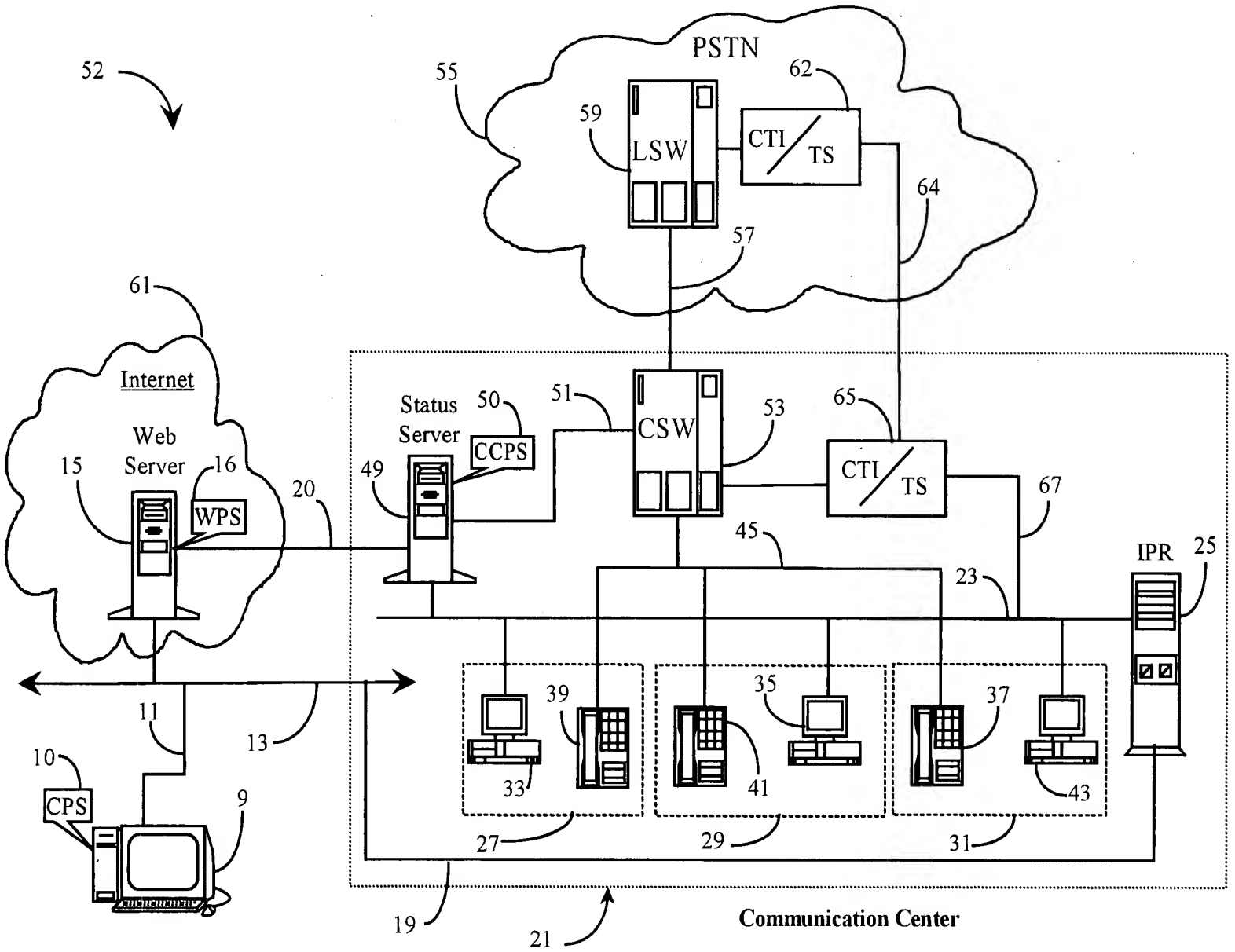
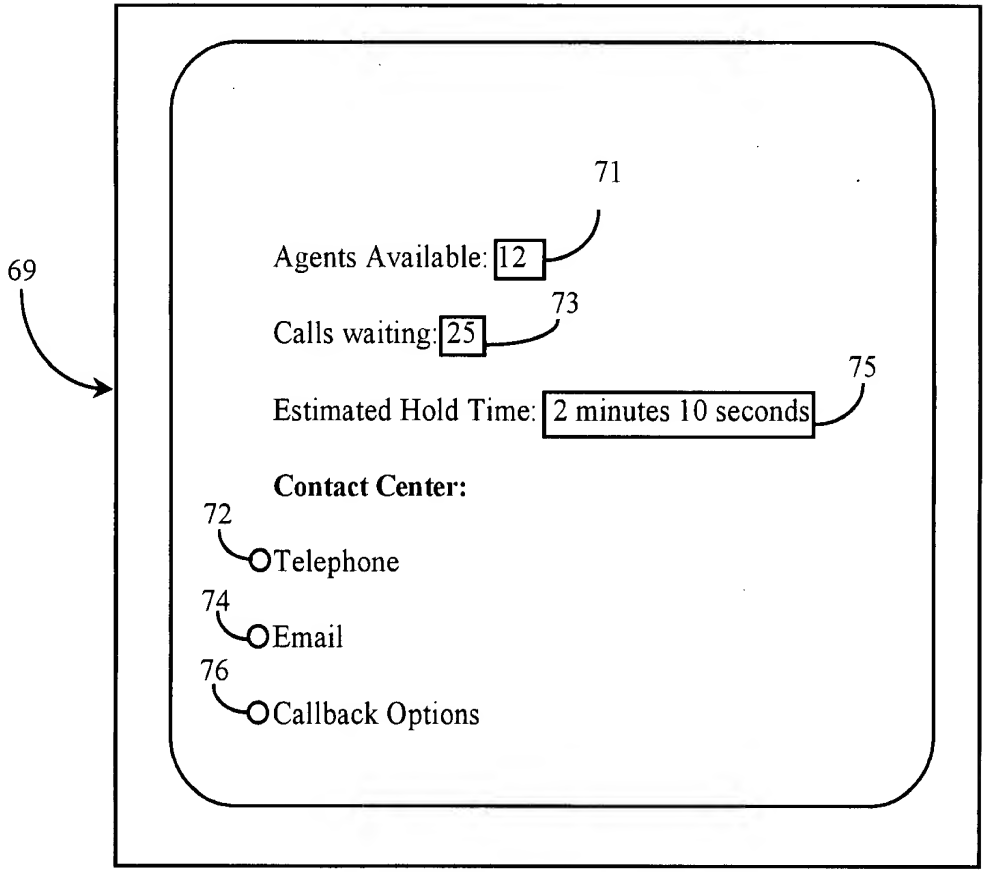


Fig. 1



Customer Interface

Fig. 2

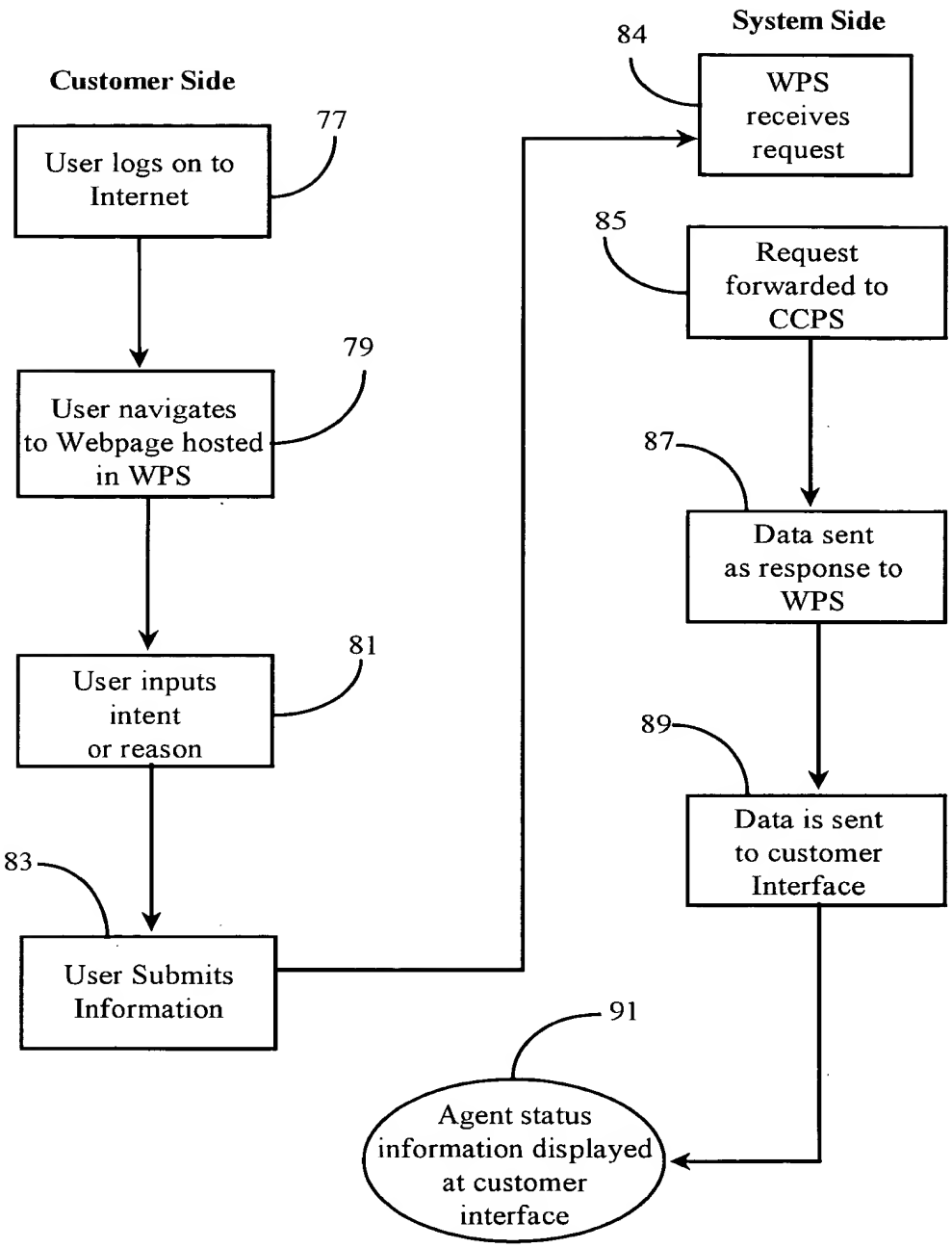

Customer Side
System Side
77
User logs on to Internet
79
User navigates to Webpage hosted in WPS
81
User inputs intent or reason
83
User Submits Information
84
WPS receives request
85
Request forwarded to CCPS
87
Data sent as response to WPS
89
Data is sent to customer Interface
91
Agent status information displayed at customer interface

Fig. 3

FOBTTO T2299600

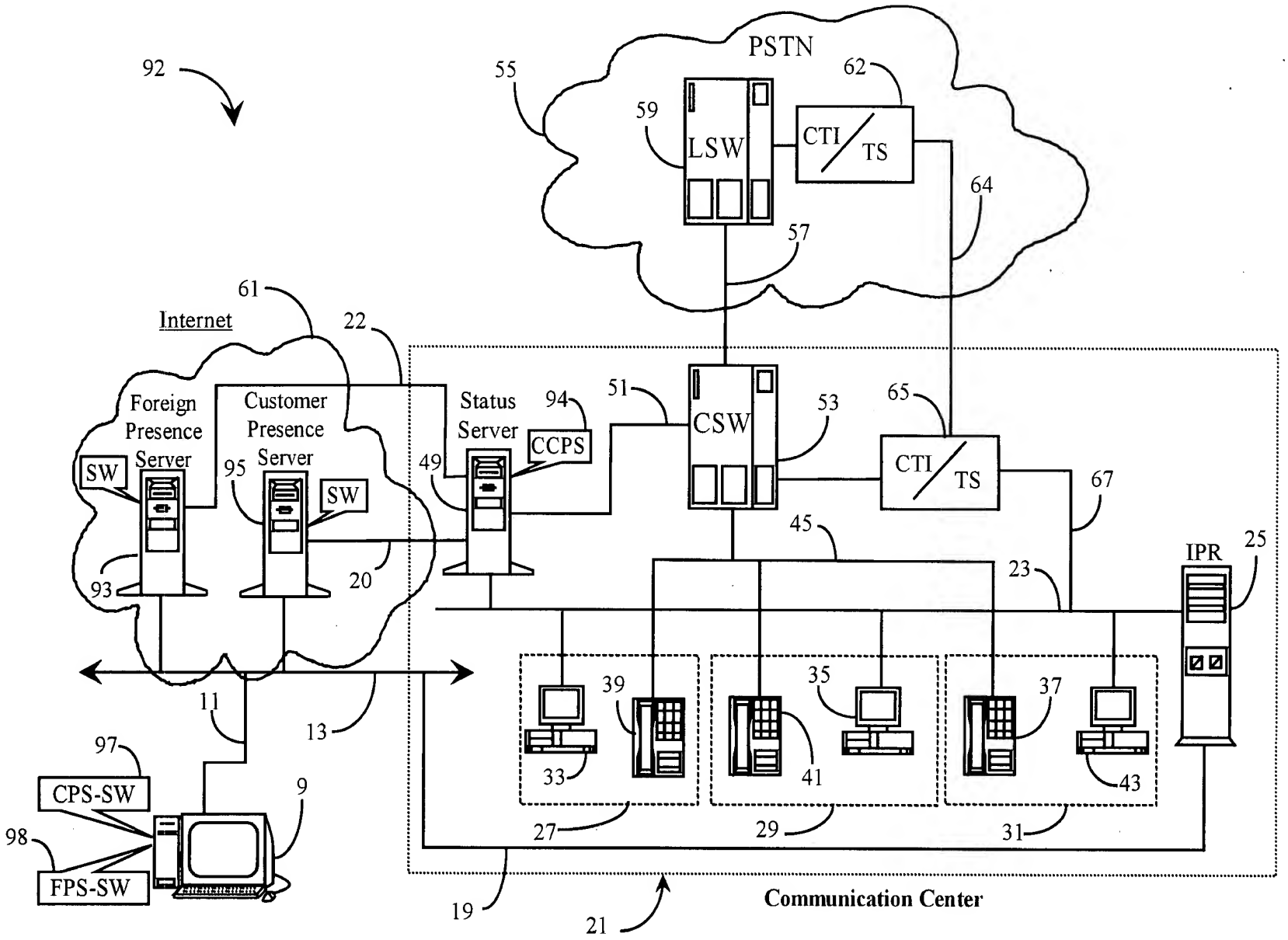


Fig. 4

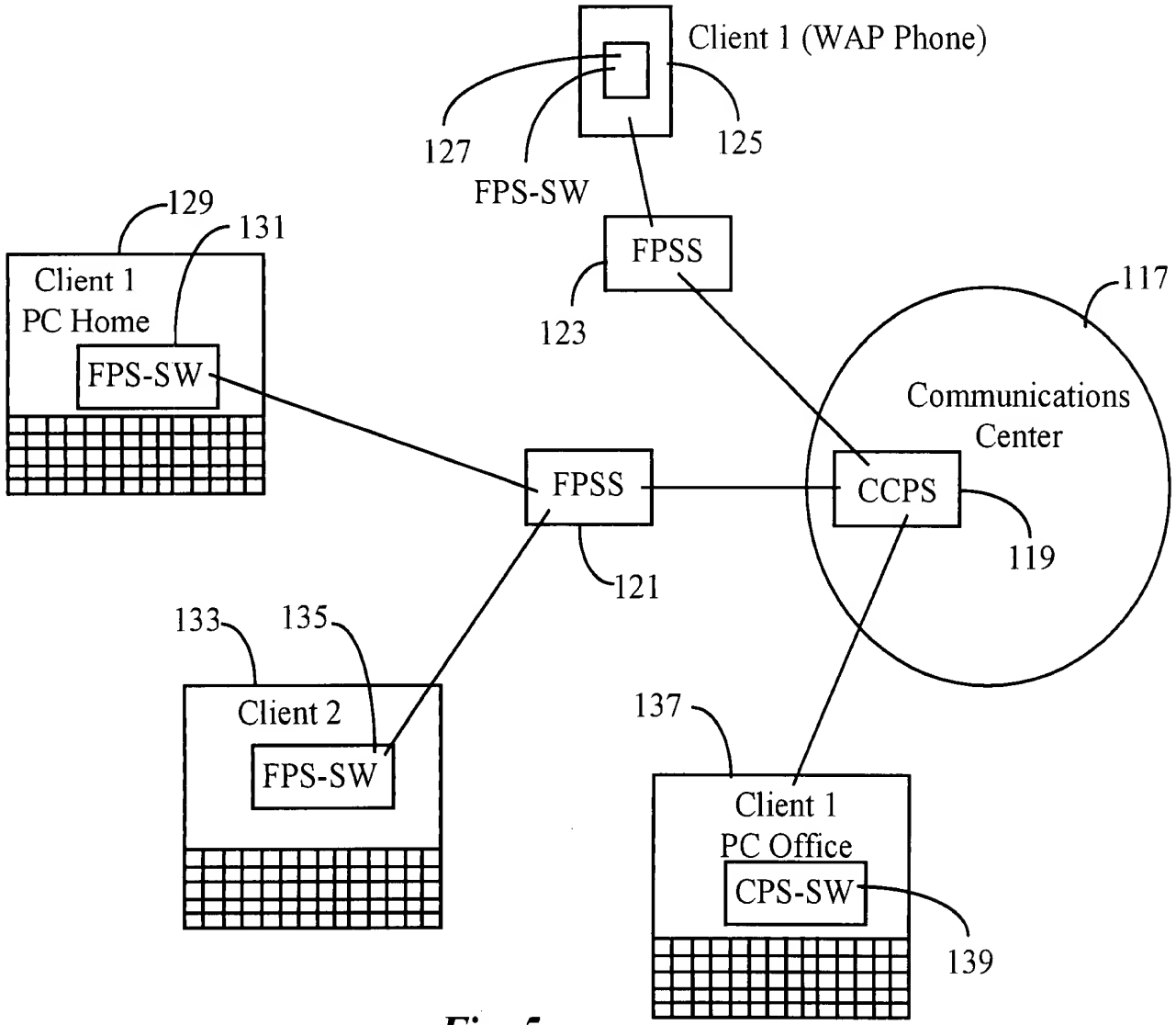
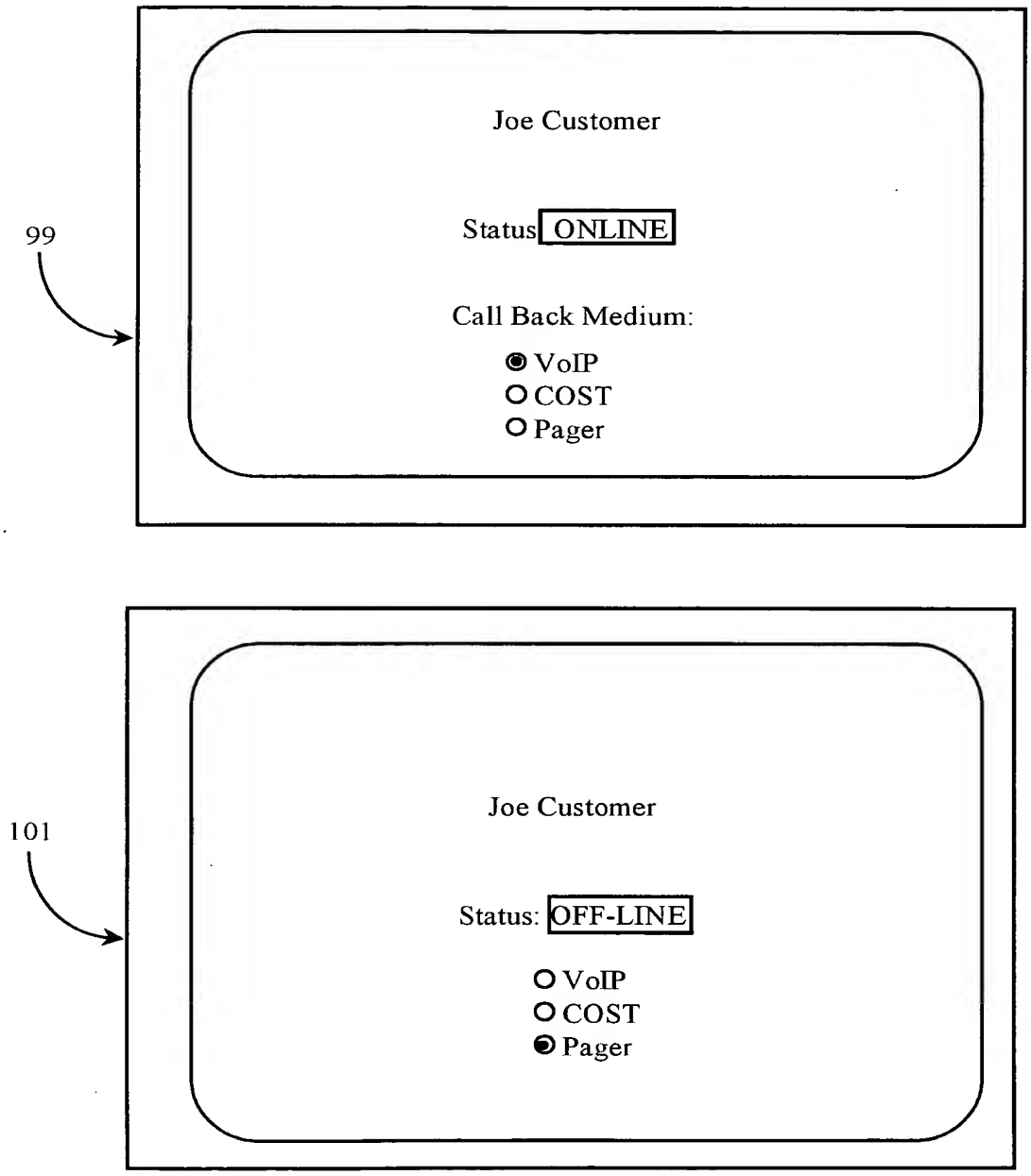

Client 1 (WAP Phone)
127
FPS-SW
125
FPSS
123
129
131
Client 1
PC Home
FPS-SW
117
Communications
Center
FPSS
CCPS
119
121
133
135
Client 2
FPS-SW
137
Client 1
PC Office
CPS-SW
139

Fig. 5



Subscribing Agent Interface

Fig. 6

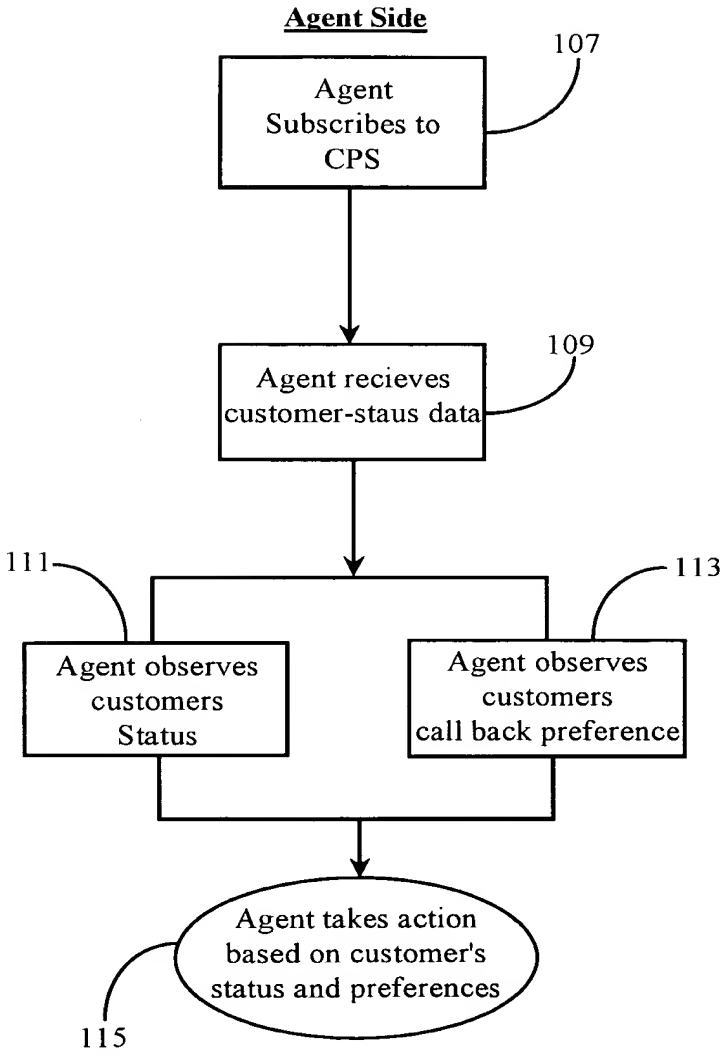

Agent Side
107
Agent Subscribes to CPS
109
Agent recieves customer-staus data
111
113
Agent observes customers Status
Agent observes customers call back preference
Agent takes action based on customer's status and preferences
115

Fig. 7

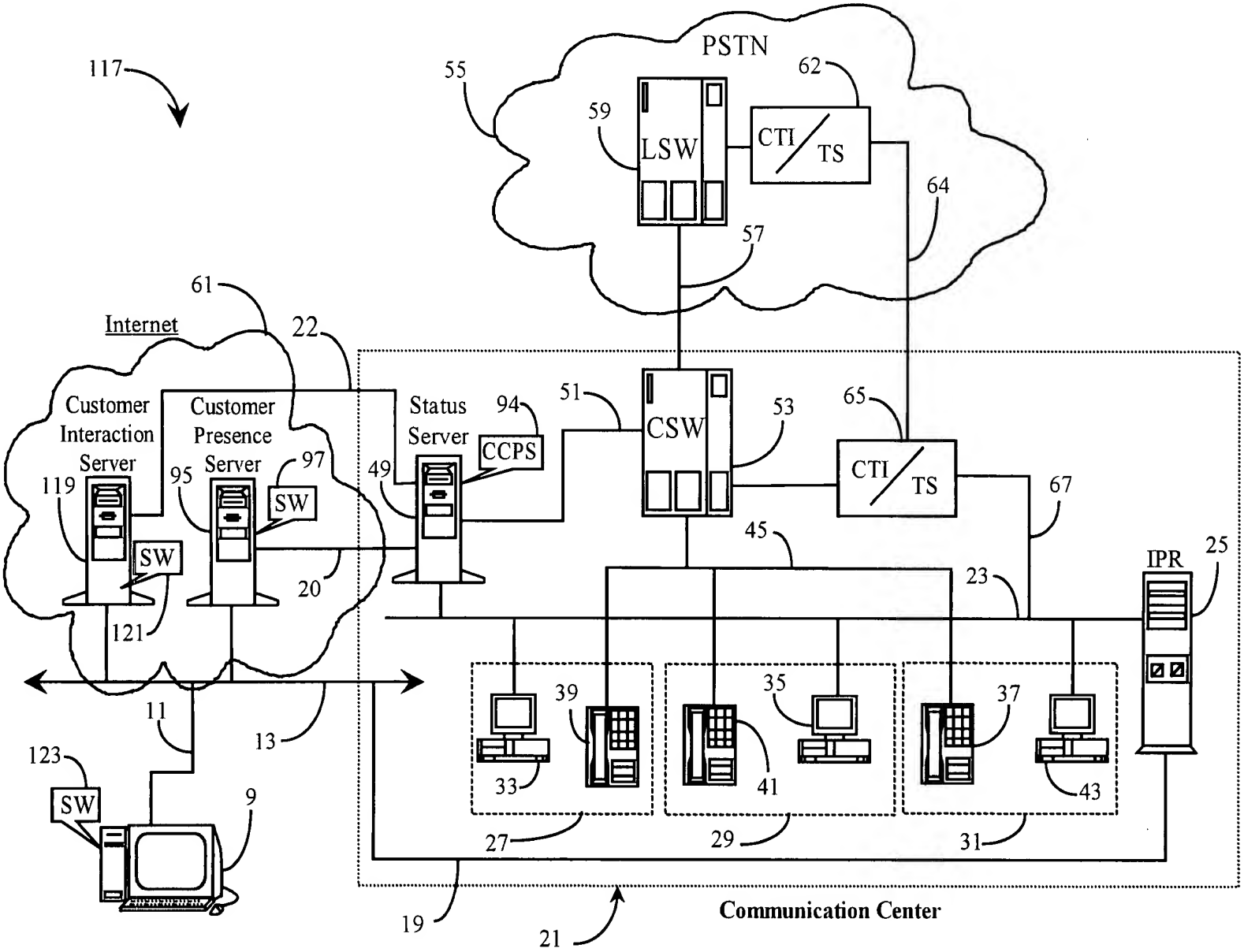

117
PSTN
55
62
59
LSW
CTI
TS
64
57
61
Internet
22
Customer
Interaction
Server
Customer
Presence
Server
Status
Server
94
CCPS
51
CSW
53
65
CTI
TS
67
119
95
97
SW
49
SW
45
IPR
25
23
20
121
11
13
123
SW
9
39
35
37
33
41
43
27
29
31
19
21
Communication Center

Fig. 8

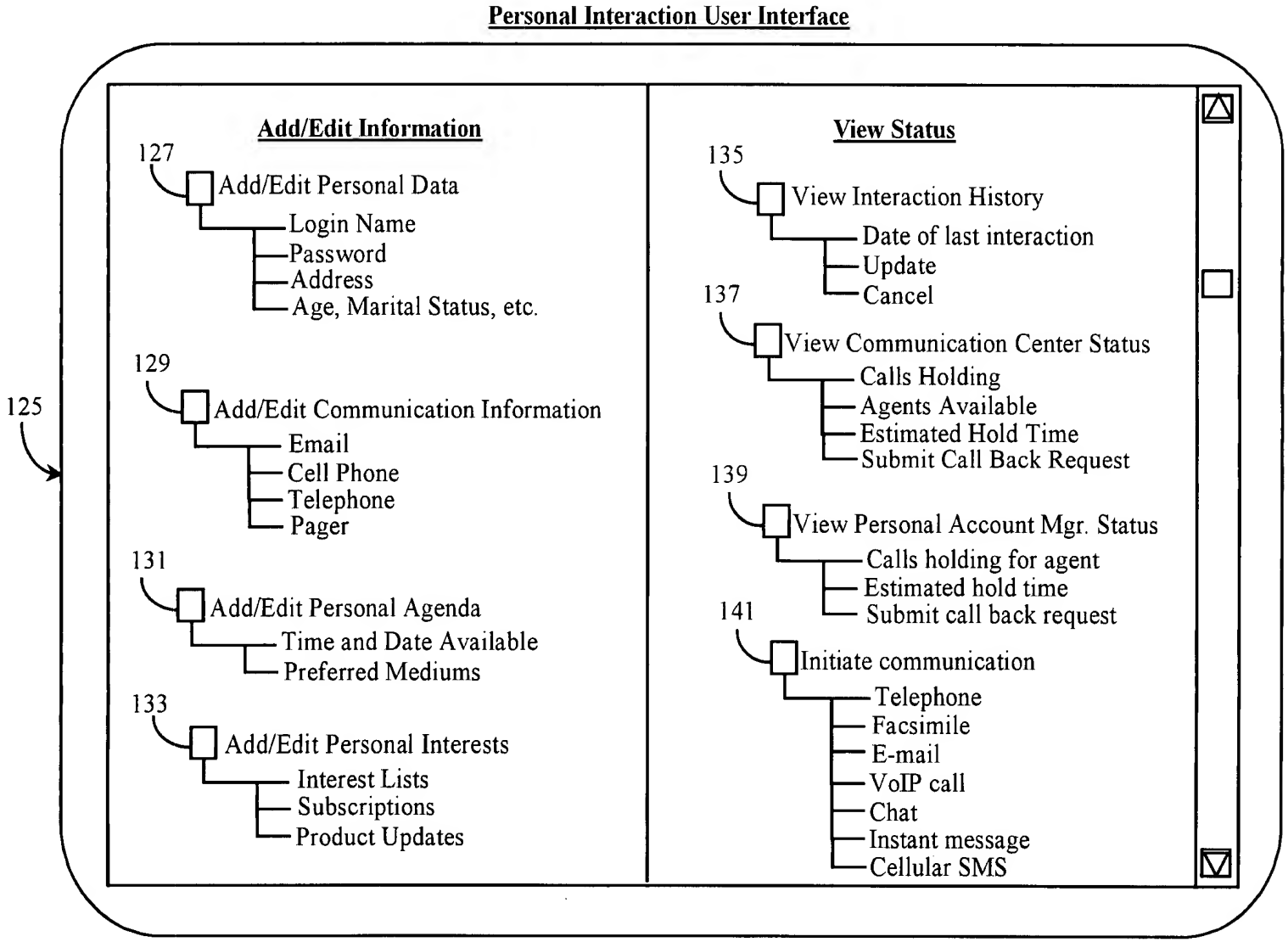

Personal Interaction User Interface
125
Add/Edit Information
127
Add/Edit Personal Data
Login Name
Password
Address
Age, Marital Status, etc.
129
Add/Edit Communication Information
Email
Cell Phone
Telephone
Pager
131
Add/Edit Personal Agenda
Time and Date Available
Preferred Mediums
133
Add/Edit Personal Interests
Interest Lists
Subscriptions
Product Updates
View Status
135
View Interaction History
Date of last interaction
Update
Cancel
137
View Communication Center Status
Calls Holding
Agents Available
Estimated Hold Time
Submit Call Back Request
139
View Personal Account Mgr. Status
Calls holding for agent
Estimated hold time
Submit call back request
141
Initiate communication
Telephone
Facsimile
E-mail
VoIP call
Chat
Instant message
Cellular SMS

Fig. 9